SYSTEM MANAGEMENT

Step 1:
Identify Customer
Needs and the
Products & Services
to Meet the Needs

Step 2:
Define Department
Programs &
Initiatives

Step 3:
Determine Criteria
for Success

Step 4:
Is Program/ Initiative
Successful?

Step 5: Capture & Improve Programs & Services

- Identify needs based on mandates.
- Identify taxonomies (services within programs & initiatives).
- Evaluate data.
- Define roles.

Apply to Each
Program/Initiative
Identified in Step 2

- Review Department goals.
- Identify programs/ initiatives and how they fit within these goals.
- Define roles for each program & initiative (who is lead and expectations).

- Define performance measures, expectations & roles.
- Identify compliance components.
- Review program guidance.
- Determine quality measures & standards for each program & initiative.
- Review administrative rules.
- Develop & provide training for IDA & AAA staff.

- Determine appropriate assessment tools (interviews, desk audits, onsite visits)
- Establish measures & create dashboard for internal IDA use and review performance measures regularly.
- Conduct data evaluation and analyze outcomes.
- Gather IDA program manager & project lead input from IDA & AAA.
- Match outcomes with types of TA needed.
- Provide TA & data assistance to AAA's via visits, webinars, training, etc.
- Develop orientation & training materials for IDA staff.
- Identify components & schedule for onsite visits (fiscal audits, programs, compliance audits)
- Establish clear monitoring standards; who monitors what (plans, grants, contractors)
- Develop monitoring tool based on rules.
- Develop dialogue tool to identify what is going well, areas for improvement, & corrective action.

- Based on Mandates
- Factors in selecting remedies
- Determine available remedies.
- Identify administrative rule barriers & consultation of potential solutions.
- Notice of deficiency(ies)





